

STATE OF ALABAMA

DEPARTMENT OF TREASURY — FY08 IT STRATEGIC PLAN WORKSHEET

IT MISSION

To provide information technology support and services to the Department of Treasury

IT VISION

To innovatively adapt and integrate information technologies to support the Treasury Department's vision for better serving the citizens of Alabama

VALUES

- Integrity

Our users can trust in the quality and reliability of our people, services, security, and support

- Proficiency

Each IT employee will be technically competent in the skills and capabilities needed to serve our Department's IT needs

- Accountability

We stand by the quality and effectiveness of our Department's IT services, resources, and outcomes

- Unity

We are an important part of the Department and our effectiveness depends on our ability to work collaboratively with each other and our users

CUSTOMERS (Expectations)

- Treasury Department staff and employees
- State Comptroller

Expectations

- *Reliable, dependable, and secure systems, applications, and data*
- *Timely, responsive services and support*
- *Innovative, proactive IT solutions and options*
- *IT staff are knowledgeable and technically competent*
- *Work in partnership with users to determine Department IT priorities and needs*
- *Professional, customer-focused service*

STAKEHOLDERS (Expectations)

- General Public
 - Vendors and business partners
 - Other State agencies
- #### Expectations
- *Reliable, dependable, and secure systems and applications*
 - *Innovative, proactive IT systems and applications*
 - *Timely, responsive services and support*
 - *Professional, customer-focused service*

STRENGTHS

- Defined direction for the future of IT within the Department
- Senior Department leadership support
- Increasing knowledge of and experience with client-server, web-based, and browser-based systems and applications
- Partnership with users

WEAKNESSES

- Lack of adequate, qualified staff to support projected client-server, web-based, and browser-based environment
- Lack of clearly defined metrics, baselines, and benchmarks
- Lack of a defined technology replacement plan
- Lack of adequate IT user training

OPPORTUNITIES

- Greater availability of ISD services
- Expansion of client-server, web-based, and browser-based systems and infrastructures across the state

THREATS

- Inability of State Personnel to consistently attract and register qualified IT personnel

- Lack of funding predictability in regards to the General Fund

WORKLOAD MEASURES (1-2(4))

W1: # of user hardware related requests

W2: # of user software related requests

W3: # of computer systems supported

W4: # of applications supported

KEY GOALS (1-3)

G1 (DGX, GPX): Eliminate dependence on Department mainframe and servers by migrating systems and applications into an ISD maintained client-server environment by the end of FY08.

ASSUMPTIONS

- All FY06-07 initiatives are on schedule
- Funding and staffing remain consistent with historical trends
- Senior leadership continues to support planned initiatives following the election

OBJECTIVES

- (G1) OBJ1 (# of applications migrated to ISD): Complete migration of 6 software applications to ISD maintained client-server environment.
- (G1) OBJ2 (% of systems migrated to ISD): Complete migration of all hardware systems to ISD maintained client-server environment.
- (G1) OBJ3 (% reduction in Department mainframe operating and support costs): Eliminate all costs associated with operating and supporting a department mainframe.

CRITICAL ISSUES

INTERNAL

- None

EXTERNAL

- None

STATE OF ALABAMA
DEPARTMENT OF TREASURY — FY08 IT STRATEGIC PLAN WORKSHEET

**STRATEGIES & ACTION PLANS* (Person
Responsible/Estimated Completion Date)**

(G1) S1: Migrate all Department systems and applications into an ISD maintained client-server environment.

A. Convert Cash Management application from mainframe to client-server. (J. Parsons) (30 Jun 08)

B. Convert Bonds application from mainframe to client-server. (T. Ray) (30 Jun 08)

C. Migrate converted Cash Management application to ISD client-server. (T. Ray) (31 Jul 08)

D. Migrate converted Bonds application to ISD client-server. (T. Ray) (31 Jul 08)

E. Complete reconfiguration of PCs to support reliance on ISD client-server. (T. Ray) (31 Jul 08)

F. Complete revision of IT policies and procedures to reflect reliance on ISD client-server. (T. Ray) (31 Aug 08)

G. Review and reclassify staffing positions as required to reflect migration to ISD client-server. (T. Ray) (30 Sep 08)

H. Identify and appropriately dispose of obsolete equipment. (T. Ray) (30 Sep 08)

I. Complete final assessment of project impact on IT costs. (E. Dicks) (30 Sep 08)

J. Complete final project report to Treasurer. (T. Ray) (30 Sep 08)

* Action plans will be submitted with Operational Plan, not the SMART Plan.

NOTE: As the planning and budget process continues, you will need to identify spending and staffing requirements for each action step, **if possible**. If not, then estimates will need to be provided for each strategy.